

# Missouri

Department of Social Services  
Children's Division

# 2015

## Child Abuse Prevention and Treatment Act (CAPTA) State Plan



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## **CHANGES TO STATE LAW OR REGULATIONS THAT COULD AFFECT THE STATE'S ELIGIBILITY FOR THE CAPTA STATE GRANT**

### **SECTION 106(b)(1)(C)(i)**

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The State of Missouri continues to maintain laws in compliance with the requirements of CAPTA. There were no substantive changes in Missouri laws or regulations during the 2014 legislative session that would affect Missouri's eligibility for the CAPTA state grant.

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## **ANNUAL SUMMARY OF ACTIVITIES, TRAINING, AND SERVICES**

### **SECTION 108(e)**

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The following section includes an update on recent activities, trainings, and services supported through the State's CAPTA grant, alone or in combination with Children's Justice Act funding and state funds, in program areas identified in Missouri's previous state plan:

- (1) The intake, assessment, screening, and investigation of reports of child abuse or neglect
- (2) Creating and improving the use of multidisciplinary teams and improving legal preparation and representation
- (3) Case management, ongoing case monitoring, and delivery of services to families
- (5) Developing and updating systems of technology
- (6) Developing, strengthening, and facilitating training
- (7) Improving the skills, qualifications, and availability of individuals providing services to children, families, and supervisors
- (13) Supporting and enhancing interagency collaboration among public health agencies, agencies in the CPS system, and agencies carrying out private community-based programs

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#### **(1) Intake, Assessment, Screening, and Investigation of Child Abuse or Neglect**

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##### **Legal Aspects of Investigations Trainings**

An array of training courses is provided in the areas of intake, assessment, screening, and investigation of child abuse or neglect. New staff complete Child Welfare Practice Training (CWPT) as soon as possible after their hire date. All program lines, including child abuse/neglect investigations and assessments, are covered in CWPT. Following CWPT completion and within 6-12 months of hire or promotion, Children's Division requires no less than forty additional hours of in-service child abuse/neglect trainings for staff and supervisors responsible for the investigation/assessment of abuse/neglect reports. Supervisors receive an

additional four hours of training to strengthen critical thinking skills with regard to safety decisions and risk assessments.

Each county office has a DVD series of legal aspects trainings by the Children's Division's Legal Issues Training Coordinator. The DVDs are intended to provide a continuum of learning with topics focusing on Missouri custody laws, the legal elements of abuse and neglect, and child safety in preventive services and out-of-home cases.

#### Legal Aspects of Child Safety Decision Making in Protective Custody Cases Training

Designed for workers and supervisors, this course focuses on using Framework for Safety terminology and concepts and the application to case facts where a child is unsafe and protective custody will be requested. This training is a precursor for staff to the multidisciplinary training, "Child Safety – The Essence of Permanency." The Division welcomed a new Legal Issues Training Coordinator in CY14. This course was not trained in CY14 as the priority was to familiarize the new trainer with the "Legal Aspects for Investigations" curriculum to maintain the training schedule for staff and multidisciplinary team members.

#### Child Abuse/Neglect Workgroup

The Child Abuse/Neglect (CA/N) Workgroup is comprised of individuals with expertise in the area of child abuse and neglect. Members of the workgroup include: state-level management, the state-level CA/N program specialist, the Division's Legal Issues Training Coordinator, regional directors from each of the state's five regions, Division of Legal Services representatives, the Child Abuse/Neglect Hotline Unit (CANHU) manager, the program manager for the Out-of-Home Investigation Unit, and other staff with varying degrees of involvement in the CA/N program area. The workgroup met monthly to explore and discuss the CA/N process, identify barriers and best practices in completing CANs, and to make concrete recommendations for improvement in policy and practice.

#### Child Abuse/Neglect Step-by-Step Workgroup

The Child Abuse/Neglect (CA/N) Step-by-Step Workgroup was comprised of a state-level Program Development Specialist and frontline Children's Service Workers responsible for the investigation/assessment of child abuse/neglect reports. The workgroup was charged with the task of improving the process by which staff record information and input documentation into FACES, the state's SACWIS, when completing investigations/assessments. The workgroup completed its objectives in CY14 and has dissolved.

#### Child Abuse/Neglect Review Board (CANRB)

The five CANRB panels across the state completed 454 reviews in CY14. The number of reviews generated from the southern region of the state has caused the Division to consider creating a sixth board to be positioned in Springfield, MO to provide closer accessibility for that region's participants. The St. Louis panel piloted a docket-style schedule to offer flexibility in adjusting reviews when participants are late or do not show. The new scheduling format has

increased the number of reviews heard each month from eight to ten. The Kansas City board is considering this scheduling format as well.

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## (2) Creating and Improving the Use of Multidisciplinary Teams and Improving Legal Preparation and Representation

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### Child Advocacy Centers (CAC)

A significant portion of CAPTA grant funding was used in combination with Children's Justice Act funds to support Missouri's Child Advocacy Centers which improve the processes by which Missouri responds to cases of child abuse and neglect, particularly child sexual abuse or exploitation. The role of Child Advocacy Centers is to complete forensic examinations, conduct victim interviews, coordinate service and treatment referrals, and gather and retain forensic evidence used for criminal prosecution of the offender. Missouri has sixteen Child Advocacy Centers servicing children and families in every county of the state. In SFY14, 7,612 children received full forensic services.

While data related to the successful prosecution of perpetrators involved in cases served by the Child Advocacy Centers is not available, it is well established the forensic process provided by the Advocacy Centers, including the handling of evidence and quality of victim interviews continues to improve the investigation and judicial process.

### Child Safety Decision Making – The Essence of Permanency Planning Workshop

This course is trained in partnership with the Office of State Courts Administrator (OSCA) to provide a multidisciplinary team learning collaborative for Children's Division staff, juvenile officers, guardians ad litem, attorneys, Court-Appointed Special Advocates (CASA), and judges. Workshops are comprised of professionals from shared jurisdictions who have shared decision-making responsibilities on a common case. Participants learn key concepts, principles, and elements of child safety-decision making from case initiation through case closing. The Division welcomed a new Legal Issues Training Coordinator in CY14. This course was not trained in CY14 as the priority was to familiarize the new trainer with the "Legal Aspects for Investigations" curriculum to maintain the training schedule for staff and multidisciplinary team members.

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## (3) Case Management, Ongoing Case Monitoring, and Delivery of Services to Families

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### Family-Centered Services (FCS) Ongoing Trainings and Consultation

The CAPTA grant helped support the Training, Consultation, & Family Meeting Activity Services contract available to Children's Division staff for technical assistance. This contract is accessible on an as-needed basis and provides services reflective of the Family-Centered

Practice Model for in-home and out-of-home child welfare services. There are six contract holders who service the state.

Trainings provided include information regarding both case management and time management skills as they apply to the successful application of Family-Centered practice and should include information regarding clinical supervision and clinical consultation skills for supervisors, managers, and administrators, as appropriate.

Consultation services offered under this contract may include face-to-face consultation, facilitation, technical assistance, mentoring, modeling, and coaching to staff regarding specific families and/or general family practice, either in individual or group session formats.

The contract allows consultants to assist in the Family Support Team Meeting process with the purpose of enhancing the skills of the staff conducting/facilitating family meetings. This may include intact families, families with children at imminent risk of out-of-home placement, and families with children in out-of-home care.

#### National Conferences on Child Abuse and Neglect (NCCAN)

CAPTA grant funds supported the attendance of the State Liaison Officer and the task force chairpersons at the 19<sup>th</sup> National Conference on Child Abuse and Neglect in New Orleans, Louisiana. Much of the conference's content aligned with Missouri's focus around trauma, foster youth education, and family engagement.

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### (5) Developing and Updating Systems of Technology

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#### FACES Enhancements

The Division proposed enhancements for the FACES Investigations/Assessments application with regard to the way reported allegations are classified. A Systems Change Request form with the proposed modifications was sent to the FACES Change Control Board for review.

#### Good Practice Campaign

Good practice consistent with and supportive of the Division's policies, mission and guiding principles is paramount to positive outcomes for children and families. When research or first-hand experience reveals positive outcomes, it is important to share what works well with all staff working with children and families. Children's Division implemented the "Good Practice Campaign" to highlight information, training, resources, and tips regarding child abuse/neglect prevention, treatment, well-being, and family engagement, etc. Hosted on the agency's intranet site, good practice campaign features are posted to provide education and resources to staff in areas identified for awareness or improvement.

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## (6) Developing, Strengthening, and Facilitating Training

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### Forensic Interviewing Training

Children's Division explored forensic interviewing training for staff completing child abuse/neglect investigations or family assessments. Although children are very regularly referred to Child Advocacy Centers for forensic interviews, Children's Division staff are often the first contact children have when abuse or neglect has been reported. The goal of the training is to better equip staff with the skills to obtain statements from children in an objective, fact-finding, and developmentally-conscious manner. In combination with CAPTA grant funds, the Children's Division received funding through a budgetary increase to support this intervention. The Children's Division contracted with Missouri KidsFirst to deliver the Gunderson National Child Protection and Training Center *ChildFirst* curriculum to all staff and supervisors responsible for the investigation of child abuse/neglect. Numerous sessions are scheduled during CY15 in order for all staff to be trained by the end of 2015. A plan will be developed for new staff to receive this training.

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## (7) Improving the Skills, Qualifications, and Availability of Individuals Providing Services to Children, Families, and Supervisors

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### Family-Centered Services (FCS) Ongoing Trainings

CAPTA grant funds supported the FCS Ongoing Training, Consultation, & Family Meeting Activity Services contract available to Children's Division staff for technical assistance in child abuse/neglect prevention and treatment activities. Circuits were able to request trainings and services tailored to meet the needs of an individual staff, a group of staff, or a family for whom prevention or intervention services are being provided. Consultation services offered under this contract include face-to-face consultation, facilitation, technical assistance, mentoring, modeling, and coaching to staff regarding specific families and/or general family practice, either in individual or group session formats.

### Trauma-Informed Care

The Division continues work toward becoming a trauma-informed agency. The initial phase of creating statewide trauma awareness began in September 2014 when select Division staff received train-the-trainer on the National Child Traumatic Stress Network (NCTSN) Child Trauma Toolkit. This group of staff represents each region in the state and is responsible for training all staff, of all levels, in their respective regions. The staff trainers are supported in their competency development through regular learning collaboratives with Patsy Carter, Ph.D., who holds a shared position with the Children's Division and the Department of Mental Health (DMH). CAPTA grant funding has helped support training and materials.

### Missouri Early Trauma Initiative

Missouri created the Missouri Early Trauma (MET) initiative to address the trauma impact experienced by young children involved across all program lines of the child welfare system. The Division continues collaboration with the Missouri Coalition Against Domestic and Sexual Violence (MCADSV) to educate staff, the public, and domestic violence service providers.

### Missourians Overcoming Separation Trauma

The Division is committed to mitigating the effects of separation trauma for young children in foster care through a new initiative, Missourians Overcoming Separation Trauma (MOST). Still in the development phase, MOST is an educational and skills-building approach in which mental health professionals will work directly with parents, children, and foster parents during the removal process to reduce the trauma impact for the most vulnerable age group of birth to age eight. Funding for this initiative was not allocated in the budget approved by the legislature. The Division is still committed to addressing separation trauma and will explore alternate funding sources or develop an alternative means to address separation trauma.

(13) Supporting and Enhancing Interagency Collaboration Among Public Health Agencies, Agencies in the CPS System, and Agencies Carrying out Private Community-Based Programs
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### Missouri Alliance for Drug Endangered Children (MODEC)

As an organizational member of MODEC, the Children's Division's annual membership was funded with the state CAPTA grant. MODEC is a state-level umbrella of organizations and agencies concerned with the plight of children who are exposed to environments where abuse, manufacturing, or sales of drugs occur. The drug endangered children approach is designed to provide a comprehensive and coordinated response to increase the safety and well-being of children and to increase opportunities for communities to intervene at a critical juncture for the family.

### Healthcare Coordination Committee

The Healthcare Coordination Committee (HCC) is a co-facilitated effort by the Children's Division, MO HealthNet Division (MHD), and Division of Youth Services. The committee is comprised of physicians, pediatricians, dentists, therapists, foster youth, private case management contracted staff, and representatives from CD, MHD, the Department of Mental Health, and the Department of Health and Senior Services to discuss oversight and coordination of healthcare services for youth in care. The committee educates healthcare professionals and case management staff on the importance of collaboration and continuity of care for foster youth.



## **PROGRAMS/ACTIVITIES MISSOURI PLANS TO IMPLEMENT OR SUPPORT WITH CAPTA STATE GRANT FUNDS IN 2015**

### **SECTION 106(b)(1)(A)**

In accordance with section 106(b)(1)(A) of CAPTA, the State plan must specify which of the 14 program areas delineated in section 106(a) the State will address with grant funds. Missouri will target the following 6 program areas.

- (1) The intake, assessment, screening, and investigation of reports of child abuse or neglect
- (2) Creating and improving the use of multidisciplinary teams and improving legal preparation and representation
- (3) Case management, ongoing case monitoring, and delivery of services to families
- (4) Enhancing the general child protective system by developing, improving, and implementing risk and safety assessment tools and protocols, including the use of differential response
- (7) Improving the skills, qualifications, and availability of individuals providing services to children, families, and supervisors
- (13) Supporting and enhancing interagency collaboration among public health agencies, agencies in the CPS system, and agencies carrying out private community-based programs

### **(1) Intake, Assessment, Screening, and Investigation of Child Abuse or Neglect**

#### **Legal Aspects of Investigations Trainings**

An array of training courses is provided in the areas of intake, assessment, screening, and investigation of child abuse or neglect. New staff complete Child Welfare Practice Training (CWPT) as soon as possible after their hire date. All program lines, including child abuse/neglect investigations and assessments, are covered in CWPT. Children's Division requires additional in-service child abuse/neglect trainings for staff with the responsibility of investigating/assessing reports of abuse/neglect, or supervising staff with this responsibility. Supervisors receive another four hours of training to strengthen critical thinking skills with regard to safety decisions and risk assessments. The state CAPTA grant will continue to support these various trainings.

#### **Legal Aspects of Child Safety Decision Making in Protective Custody Cases Training**

Designed for workers and supervisors, this course focuses on using Framework for Safety terminology and concepts and the concrete application of them to case facts where a child is unsafe and protective custody will be requested. This training is a precursor for staff to the multidisciplinary training, "Child Safety – The Essence of Permanency."

### Child Abuse/Neglect Workgroup

The Child Abuse/Neglect (CA/N) Workgroup is comprised of individuals with expertise in the area of child abuse and neglect. Members of the workgroup include: state-level management, the state-level CA/N program specialist, the Division's Legal Issues Training Coordinator, regional directors from each of the state's four regions, Division of Legal Services representatives, the Child Abuse/Neglect Hotline Unit (CANHU) manager, program manager for the Out-of-Home Investigation Unit, and other staff with varying degrees of involvement in the CA/N program area. The workgroup meets monthly to explore and discuss the CA/N process, identify barriers and best practices in completing CA/Ns, and to make concrete recommendations for improvement in policy or practice.

### Child Abuse/Neglect Review Board

Missouri has an established process in place for alleged perpetrators seeking administrative review of a child abuse/neglect preliminary finding of substantiation by a preponderance of the evidence (POE). The alleged perpetrator may initiate an administrative review of the finding by the Child Abuse/Neglect Review Board (CANRB), an independent panel of nine private citizens from varying professions. If the alleged perpetrator does not agree with the board's decision, he/she may seek a de novo review before the Circuit Court. The alleged perpetrator may elect to bypass the administrative review and make a direct request for a de novo review in Circuit Court. CAPTA grant funding continues to support the work of the CANRB.

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## (2) Creating and Improving the Use of Multidisciplinary Teams and Improving Legal Preparation and Representation

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### Child Abuse/Neglect Review Board

Missouri will continue to support the operation and work of the Child Abuse/Neglect Review Board by providing training opportunities and resource materials as necessary.

### Child Advocacy Centers (CAC)

Children's Division fully supports the role and services provided by Child Advocacy Centers in the process of child abuse/neglect investigations. In combination with Children's Justice Act funds, a significant allotment of CAPTA grant funding will continue to support Missouri's sixteen Child Advocacy Centers.

### Child Safety Decision Making – The Essence of Permanency Planning Workshop

The Children's Division will continue joint efforts with the Office of State Courts Administrator (OSCA) to provide multidisciplinary team learning collaboratives for Children's Division staff, juvenile officers, guardians ad litem, attorneys, Court-Appointed Special Advocates (CASA), and judges.

### (3) Case Management, Ongoing Case Monitoring, and Delivery of Services to Families

#### Family-Centered Services (FCS) Ongoing Trainings

The state CAPTA grant will continue to support the Training, Consultation, & Family Meeting Activity Services contract available to Children's Division staff for technical assistance. This contract is accessible on an as-needed basis and provides services reflective of the Family-Centered Practice Model for in-home and out-of-home child welfare services. There are six contract holders who serve the state.

Trainings provide information regarding case management and time management skills as they apply to the successful application of Family-Centered practice and should include information regarding clinical supervision and clinical consultation skills for supervisors, managers, and administrators, as appropriate.

Consultation services offered under this contract may include face-to-face consultation, facilitation, technical assistance, mentoring, modeling, and coaching to staff regarding specific families and/or general family practice, either in individual or group session formats.

The contract allows consultants to assist in the Family Support Team Meeting process with the purpose of enhancing the skills of the staff conducting/facilitating family meetings. This may include intact families, families with children at imminent risk of out-of-home placement, and families with children in out-of-home care.

#### Family-Centered Services New Model Initiative

The Children's Division recognized a need to evaluate the current Family-Centered Services (FCS) philosophy and organizational culture regarding family engagement. A workgroup comprised of field staff, training unit staff, and consultants from a local university, the Full Frame Initiative, and Casey Family Programs are working to establish a new FCS model for Children's Division. The new model will be piloted in select sites across the state with an implementation team guiding the process. The state CAPTA grant may support the work, activities, and staff training related to this project.

#### Children's Justice Act Conference

CAPTA state grant funds were used to support travel costs for Missouri's State Liaison Officer and CJA chairperson to attend the 2015 Children's Justice Act annual meeting scheduled for June 10-11, 2015 in Washington D.C.

#### Children's Trust Fund Prevention Conference Scholarships

Children's Division, with support of the CAPTA state grant, sponsored four scholarships for staff to attend the Children's Trust Fund (CTF) biennial Child Abuse & Neglect Prevention Conference April 14-15, 2015. Conference content focused on strengthening families'

protective factors, child sexual abuse prevention, parent leadership, trauma awareness, Adverse Childhood Experiences (ACE) Study, effective prevention models, and more.

### Safe Sleep Campaign

In response to recommendations from the Child Fatality Review Board and through the Division's Continuous Quality Improvement (CQI) process, the Children's Division is partnering with the Children's Trust Fund (CTF) on a safe sleep education campaign. The state CAPTA grant will be used to purchase safe sleep brochures for Children's Division staff to provide to families with a child under the age of two. The brochure provides safe sleep information and encourages parents to provide a safe sleeping environment for young children.

## **(4) Enhancing the General Child Protective System by Developing, Improving, and Implementing Risk and Safety Assessment Tools and Protocols, Including the Use of Differential Response**

### Differential Response Pilot

A workgroup charged with researching and developing a new Family-Centered Services program model recognized the need for Children's Division to examine how family assessments are completed through the use of differential response. Although Missouri already uses a differential response system, it appears the intervention and family engagement responses have become rather undifferentiated and are worthy of closer examination. Accordingly, in CY14, a differential response pilot was initiated in four circuits in the southwestern region of the state. The pilot is in the early phase of training and implementation with an expected start date of June 2015. The pilot will involve select staff participants carrying a limited caseload of assessments and managing those cases with strict allegiance to the use of differential response. The goals of the pilot are to help families get needed services through the family assessment process and to reduce the length of the Division's intervention. Certain policy and timeframe constraints will be given flexibility in order to evaluate practice enhancements with regard to differential response.

### Signs of Safety<sup>®</sup>

Signs of Safety is a strengths-based, safety-focused approach to child protection. In partnership with Casey Family Programs, a group of managers representing all regions of the state were trained on the Signs of Safety framework. The group examined structural factors, training considerations, and organizational commitment. The Division is in the exploration phase and may pilot the framework in the Kansas City Region, specifically Jackson County. If the pilot proves successful, consideration will be given for statewide implementation. The procurement of a consultant to evaluate the pilot and potential implementation may be supported by the state CAPTA grant.

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## (7) Improving the Skills, Qualifications, and Availability of Individuals Providing Services to Children, Families, and Supervisors

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### Motivational Interviewing

The Children's Division is weighing a proposal for a motivational interviewing training project. Increasing staff's family engagement and reflective listening skills lends itself to a stronger working relationship and a higher propensity to elicit necessary behavioral changes for improved caretaker protective capacities.

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## (13) Supporting and Enhancing Interagency Collaboration Among Public Health Agencies, Agencies in the CPS System, and Agencies Carrying Out Private Community-Based Programs

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### Missouri Alliance for Drug Endangered Children (MODEC)

MODEC is a state-level umbrella of organizations and agencies concerned with the plight of children who are exposed to environments where abuse, manufacturing, or sales of drugs occur. The drug endangered children approach is designed to provide a comprehensive and coordinated response to increase the safety and well-being of children and to increase opportunities for communities to intervene at a critical juncture for the family. Children's Division is an organizational member of MODEC, serving on the steering committee to assist in the development and implementation of DEC Alliances in local communities throughout the state. CAPTA will support the Division's annual MODEC membership. CAPTA grant funding covers the Division's annual organizational membership dues.

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## JUVENILE JUSTICE TRANSFERS

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Twenty-three youth exited Children's Division custody during CY14 with a commitment to the Division of Youth Services within sixty days of the Children's Division custody end date.

(Source: DSS Research & Evaluation, Job: SS.BROWVCR.JCL(CAPTADYS))

Missouri Children's Division has created a Crossover Youth Policy and Practice Coordinator position to coordinate the development and implementation of a Crossover Youth Practice Model – a multi-system response to more effectively serve young people who move between the child welfare and juvenile justice systems, or are known to both systems concurrently. The coordinator will facilitate the expansion of research-based practices, standards, services, policies and procedures, and quality assurance.

The Crossover Youth Practice Model is piloting in two sites, Jefferson and Greene Counties. Early outcomes indicate:

- Pilot sites have improved collaborative interagency relationships to serve youth known to both the dependency and delinquency systems.
- Pilot sites have developed and accessed community resources more effectively to connect youth to pro-social activities and relationships.
- Pilot sites have developed local practices enabling them to share information about dually-involved youth to more effectively and efficiently meet the needs of youth and divert them from deeper penetration into both systems.

## CAPTA ANNUAL STATE DATA REPORT

### SECTION 106(d)

#### Number of Children Reported to the State as Victims of Child Abuse or Neglect:

Missouri uses a dual track classification, or differential response, system for all incoming reports of child abuse/neglect. Reported allegations meeting the definition of child abuse or neglect under Section 210, RSMo are classified as either a Family Assessment or Investigation. The track classification is determined through a Structured Decision-Making (SDM) model involving a series of interview questions with the Reporter from which maltreatment pathways are identified and a track classification indicated. Reported concerns not meeting the statutory definition of child abuse or neglect are screened out as Non-CA/N referrals or Documented Calls. Contingent on information received for a Documented Call, reporters are provided resource information for the area in which the family resides that may be of benefit.

In CY14, the number of children reported to the Missouri Child Abuse/Neglect Hotline Unit (CANHU) meeting the statutory definition for a child abuse/neglect report with a differential response of either a Family Assessment or Investigation was 101,288.

(2014 Missouri General Assembly Report)

Children reported as a victim in an Investigation: 39,592 39%

Children reported as a victim in a Family Assessment: 61,696 61%

Investigation Conclusion	Number of Children	
Investigation	39,592	
Preponderance of Evidence (substantiated)	5,881	14.9%
Unsubstantiated	33,711	85.1%

(2014 Missouri General Assembly Report)

- **Agency response time with respect to each such report with respect to initial investigation of reports of child abuse or neglect:** 87.68% of reports were responded to within 24 hours.

(Child Welfare Report CY2014)

- **Number that did not receive services during the year under the State program funded under this section or an equivalent State program:** 27,380  
(Child Welfare Report CY2014)
- **Number received services:** 12,212  
(Child Welfare Report CY2014)
- **Number removed from their families during the year by disposition of the case:** 5,703  
Substantiated: 2,294  
Unsubstantiated: 3,409  
(Child Welfare Report CY2014)
- **Number of families that received preventive services, including use of differential response, from the State during the year:** 56,532  
(Child Welfare Report CY2014)
- **Number of deaths in the State during the year resulting from child abuse or neglect:** 35  
(Child Welfare Report to the General Assembly CY2014)  
Data for this report is taken from point-in-time FACES data and is provided by the Research and Evaluation Unit.
- **Of this number, number of children who were in foster care:** 1 – child died as a result of injuries sustained prior to entering foster care.  
(Child Welfare Report CY2014)
- **Response time with respect to the provision of services to families and children where an allegation of child abuse or neglect has been made:** 5.03 days  
(Child Welfare Report CY2014)
- **Number of children reunited with their families or receiving family preservation services that, within five years, result in subsequent substantiated reports of child abuse or neglect, including the death of the child:** 779 with subsequent substantiated report of child abuse or neglect; no child death in these cases.  
(Child Welfare Report CY2014)
- **Number of children for whom individuals were appointed by the court to represent the best interests of such children and the average number of out of court contacts between such individuals and children:** 7,193 children were appointed by the court an individual to represent his/her best interest. The average number of out of court contacts between such individuals and children cannot be determined.  
(Child Welfare Report CY2014)
- **Number of children referred to a child protective services system under subsection (b)(2)(B)(ii) ----- (infants born with and identified as being affected by**

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### Caseload Standards

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Missouri Children's Division is an accredited agency and has established caseload standards consistent with the Council on Accreditation 8<sup>th</sup> Edition Standards. Children's Service Workers across the state, based on their county or circuit size, may carry specialized caseloads of one program area, or a combination of program areas.

Children's Service Workers responsible for the assessment or investigation of child abuse/neglect reports generally carry a caseload of 12-15 open reports.

Family-Centered Services staff works with intact families self-referred or referred through a child abuse/neglect assessment or investigation and typically carry a caseload of 20 families.

Family-Centered Out-of-Home Care staff works with children removed from their homes and placed in an alternative care setting and maintain a caseload of roughly 18 children.

Supervisors, in compliance with Council on Accreditation Standards, manage no more than 8 Children's Service Workers.

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### Current Workforce Demographics

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Effective July 1, 2014, Children's Division implemented a new career ladder that added two new job classifications: Children's Services Worker III and Children's Services Worker IV. These classifications were created to increase retention of Children's Service Workers and Supervisors, and to provide opportunities for advancement while keeping the most effective staff on the front line working directly with families, children, and youth.

Education and qualification requirements for a Children's Service Worker I, Children's Service Worker II, Children's Service Worker III, Children's Service Worker IV, and Children's Service Supervisor are detailed, respectively, in Attachments E, F, G, H, I. These descriptions may not include all duties, knowledge, skills, or abilities associated with the job classifications.

A Children's Service Worker I is the entry-level child protective service professional position. A Children's Service Worker I who successfully completes their one-year probationary term automatically advances to a Children's Service Worker II classification. Entry-level staff with one or more years of prior experience in the child protective service field with a public or private agency may qualify to enter as a Children's Service Worker II.

A Children's Service Worker II has the opportunity for advancement to positions of Children's Service Worker III, Children's Service Supervisor or Children's Service Specialist. Promotional opportunities to Supervisor and Specialist positions are based on vacancy and a competitive interview process. Promotion to a CSWIII involves an application process with review and approval decision by the applicant's management team and Human Resources.



A Children's Service Worker III performs senior-level professional social service work in the application of direct social service work methods with, or on behalf of, children and families in instances of abuse, neglect, or exploitation. Advancement opportunities include Children's Service Worker IV, Children's Service Supervisor or Children's Service Specialist. Promotion to Supervisor and Specialist positions are based on vacancy and a competitive interview process. Advancement to the position of Children's Service Worker IV requires the applicant meet specified competencies and annual performance ratings.

A Children's Service Worker IV performs specialized professional social service work, providing targeted and specialized case management with, or on behalf of, children and families in program areas of Investigations/Assessments, Family-Centered Services, and Out-of-Home Care. A CSWIV has the opportunity for lateral transfer to Children's Service Supervisor or Specialist contingent on vacancy, performance history, and competitive interview. Additionally, a CSWIV has advancement opportunities to the position of Program Manager, Program Development Specialist, or Circuit Manager based on vacancy, performance history, and a competitive interview process.

Upon initial employment with the Children's Division, a Children's Service Worker must complete an array of training courses within the first year and annually thereafter to prepare him/her for working with children and families. In addition to several orientation training courses required for all Department staff, Children's Division Children's Service Workers must also complete 126 hours of Child Welfare Practice Training (CWPT), as well as additional training courses described below:

Required Training Course - Workers	Hours	Required by
CWPT Class 1 – Philosophy and Skills	28	As soon after hire date as possible
CWPT Class 2 – Investigations/Assessments	28	As soon after hire date as possible
CWPT Class 3 – Out of Home Care	28	As soon after hire date as possible
CWPT Class 4 – Reinforcement/Evaluation	14	As soon after hire date as possible
CWPT – Computer Systems	28	As soon after hire date as possible
Legal Aspects for Investigations**	15	Following completion of CWPT
Legal Aspects for Family-Centered Services, Alternative Care, Adoption	15	Following completion of CWPT
CA/N Investigation/Assessment In-Service, Classes 1-4**	32	Within 6-12 months of hire as investigator
FCS/Intact Families In-Service**	14	Within 6-12 months of hire as FCS worker
Family-Centered Out-of-Home Care, Classes 1-3	42	Within 6-12 months of hire as FCOOHC worker
RSMo Chapter 210 qualifying in-service *	20	Annually

Domestic Violence**	8	Within first year
<p>* 210.180. Each employee of the division who is responsible for the investigation or family assessment of reports of suspected child abuse or neglect shall receive not less than forty hours of preservice training on the identification and treatment of child abuse and neglect. In addition to such preservice training such employee shall also receive not less than twenty hours of in-service training each year on the subject of the identification and treatment of child abuse and neglect.</p> <p>** RSMo Chapter 210-approved in-service training</p>		

New staff must complete On-the-Job Training (OJT) activities that coincide with and support the CWPT classroom training. An OJT guide used by supervisors and new staff outlines specific learning objectives and activities to be introduced, practiced, and mastered. Coaching and modeling by the supervisor and seasoned staff are vital components of the OJT learning process. Staff's professional development is assessed throughout the OJT process by using the Two-Way Feedback Tool and regular consultation.

A Children's Service Supervisor has promotional opportunities to positions of Circuit Manager, Program Manager, or Program Development Specialist. Promotional opportunities are available based on vacancy and a competitive interview process. The Management Training Rule (MTR)(RSMo 36.510, 1 CSR20-6.010) prescribes training guidelines and standards for persons in supervisory, managerial, and executive positions in a state agency. The MTR requires supervisors to complete a minimum of 40 hours training within their first year in the position. Thereafter, per the MTR, supervisors are required to maintain at least 16 hours of continuing competency-based training annually. Training in any of the 24 competencies identified by the Office of Personnel, State Training Advisory Council, is approved for fulfillment of the MTR requirement. Required training for Supervisors include:

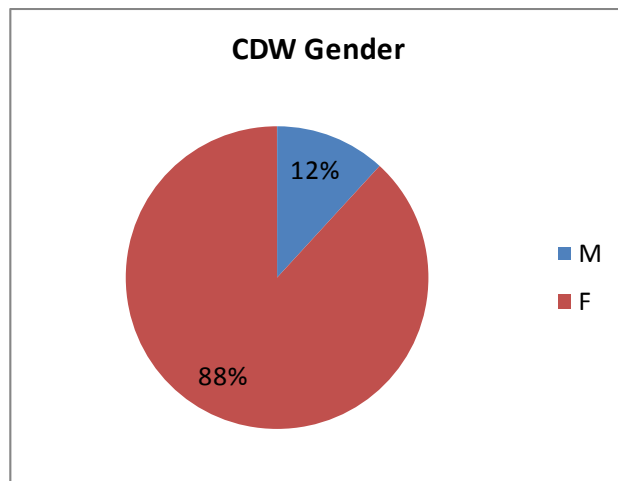
Required Training Course - Supervisors	Hours	Required by
Basic Orientation for Supervisors	40	Within the first year
Clinical Supervision – Parts 1, 2, 3	46	Part 1 & 2 within first year; Part 3 in 2 <sup>nd</sup> year
Critical Thinking	12	Following Clinical Supervision training
Legal Aspects for Investigators/Supervisors	15	Required for CA/N supervisors as soon as possible
Legal Aspects for FCS/AC/Adoption Supervisors	15	For FCS/AC/Adoption supervisors as soon as possible
CA/N Investigations/Assessments In-Service for Supervisors	6	For CA/N supervisors as soon as possible
FCS/Intact Families In-Service for Supervisors	6	For FCS supervisors as soon as possible
Family-Centered Out-of-Home for Supervisors	6	For FCOOHC supervisors as soon as possible

### Number of child protective service personnel responsible for the -

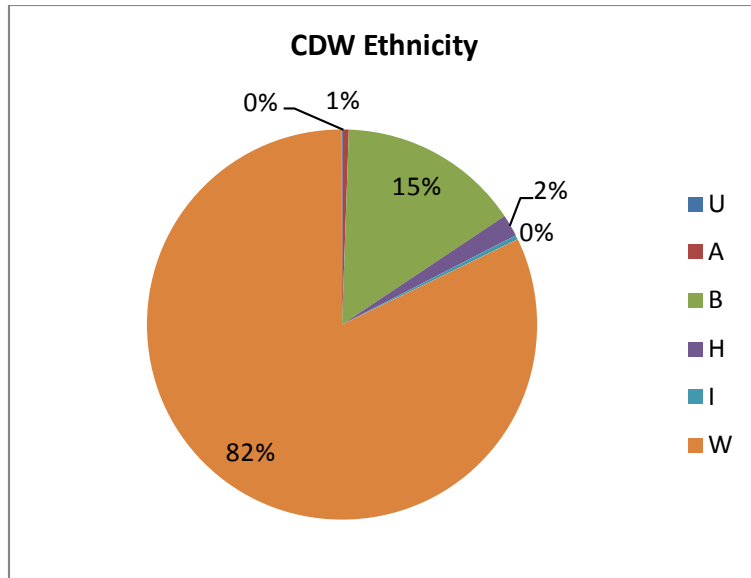
- Intake of reports filed in the previous year: 46 (CANHU staff)
- Screening of such reports: 46 (CANHU staff)
- Assessment of such reports: Undetermined
- Investigation of such reports: Undetermined

The number of staff whose sole responsibility is to complete Family Assessments and Investigations cannot be determined. Larger, metro counties in the state have specialized units of staff who only perform job duties in a specific program area, such as the assessment and/or investigation of child abuse/neglect reports. The majority of counties, however, are not sizeable enough to specialize completely. Therefore, it is common for staff in these counties to work across one or more program lines resulting in an undetermined number of staff statewide exclusively responsible for the assessment or investigation of child abuse/neglect reports. The total number of staff, however, solely or intermittently responsible for the investigation and/or assessment of child abuse/neglect reports is 594.

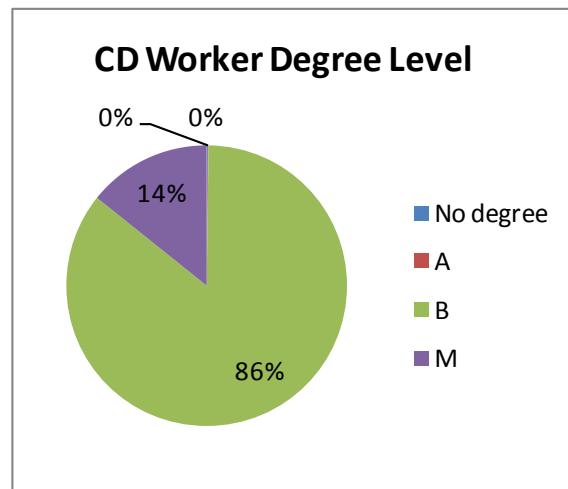
Gender	
Male	170
Female	1268
TOTAL	1438



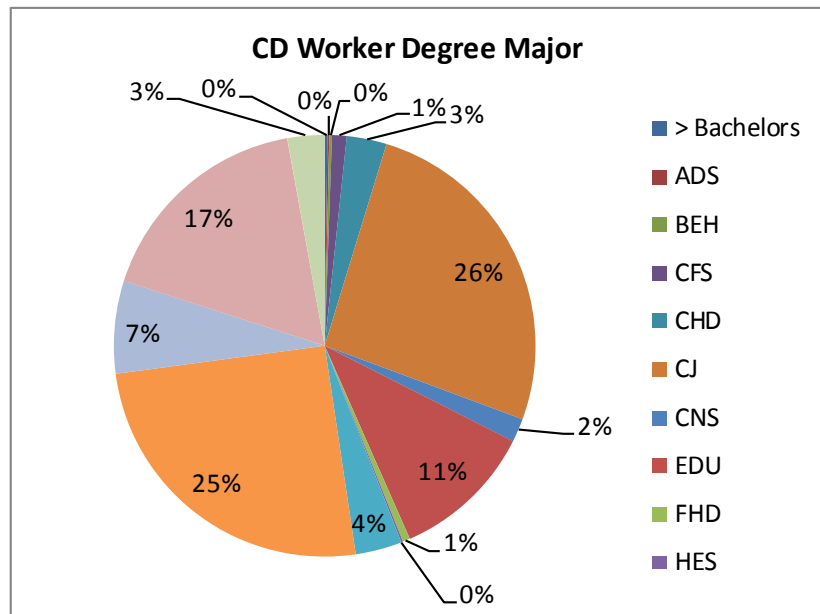
CD Worker Race / Ethnicity	
American Indian/ Alaskan Native	5
Asian / Pacific Islander	7
Black	217
Hispanic	26
Unknown	1
White	1182



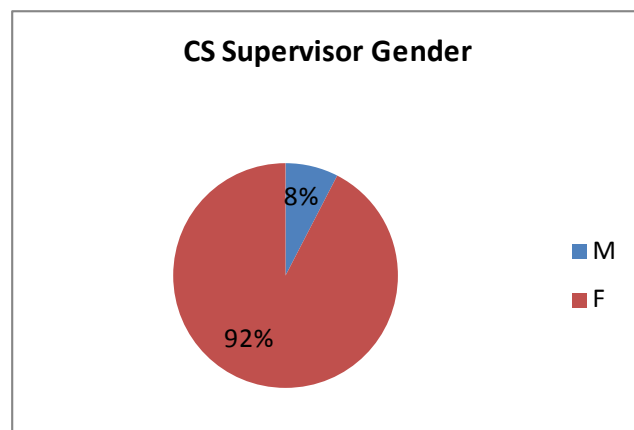
CD Worker Education Level	
No Degree	2
Associate's Degree	1
Bachelor's Degree	1230
Master's Degree	205



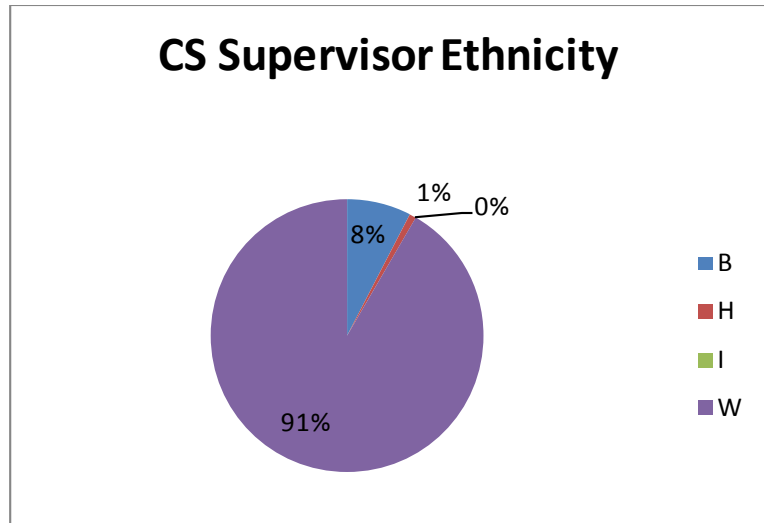
Education Degree	
Addiction Studies	2
Behavioral Science	3
Child & Family Studies	16
Child & Human Dev.	44
Criminal Justice	373
Counseling	26
Education	157
Family & Human Dev.	8
Human Envmt. Studies	2
Human Services	51
Psychology	363
Sociology	102
Social Work	102
Other	41
None	3



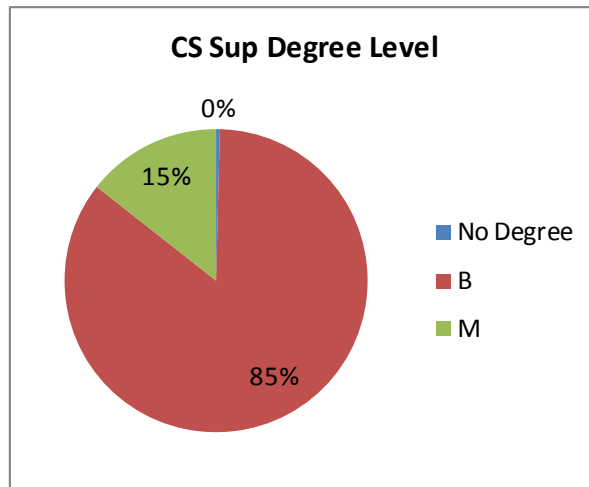
CD Supervisor Gender	
Male	19
Female	231
TOTAL	250



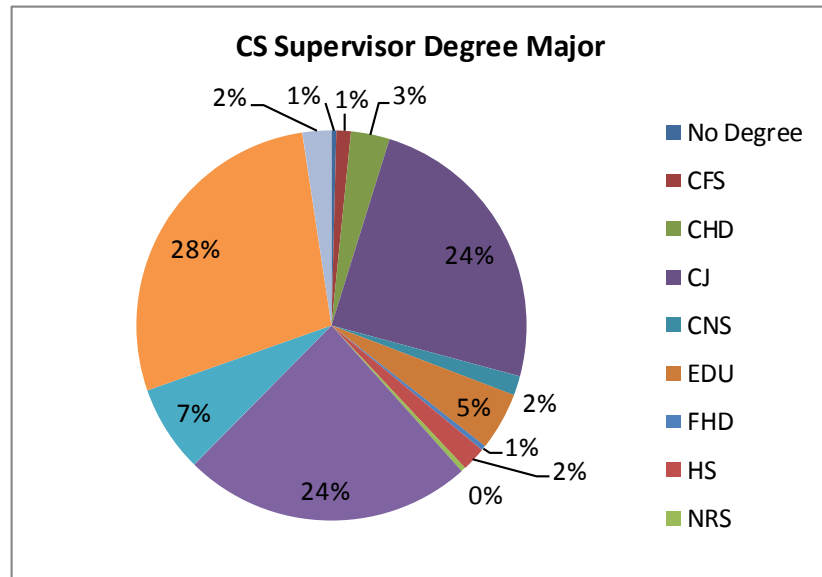
CD Supervisor Race / Ethnicity	
Black	19
Hispanic	2
White	229



CD Supervisor Education Level	
No Degree	1
Associate's Degree	0
Bachelor's Degree	213
Master's Degree	36



Education Degree	
Child & Family Studies	3
Child & Human Dev.	8
Criminal Justice	61
Counseling	4
Education	12
Family & Human Dev.	1
Human Services	5
Nursing	1
Psychology	60
Sociology	18
Social Work	70
None	1
Other	6



**Number of Children Determined Eligible for Referral, and the Number of Children Referred, Under Subsection (b)(2)(B)(xxi), to Agencies Providing Early Intervention Services Under Part C of the Individuals with Disabilities Education Act**

Missouri's early intervention system is known as the First Steps program. The Missouri Department of Elementary and Secondary Education (DESE) is the state's lead agency for the First Steps program and is responsible for ensuring the provision of early intervention services to eligible children and their families consistent with the requirements of Part C of the IDEA.

Children's Division policy – pursuant to the federal mandate of CAPTA – requires staff refer to First Steps any child under the age of three (3) years who has been determined abused or neglected by a preponderance of evidence in a child abuse/neglect investigation. In CY14, 867 children were eligible for referral to the First Steps program pursuant to CAPTA requirements. Of the 867 children eligible, DESE reports 208 (or 23.99%) of the referrals received from the Children's Division cited a referral reason of "CAPTA" to signify compliance. An additional 864 children were referred to First Steps with a referral reason of "DSS" (Department of Social Services). This referral reason should be used when staff or placement providers refer a child in CD legal custody to First Steps. Although a practice reminder was issued to staff in September 2013 reinforcing the referral requirements and referral process instructions, it is plausible staff are not selecting CAPTA as the referral reason when required. Likewise, children placed in out-of-home care during a pending investigation may be referred to First Steps with a referral reason of "DSS" thus eliminating the opportunity to refer under CAPTA if the investigation is later substantiated.

## **CITIZEN REVIEW PANELS**

### **SECTION 106(c)(6)**

The State of Missouri designates the three teams below as Citizen Review Panels, each meeting the requirements of the Child Abuse Prevention and Treatment Act. The Citizen Review Panel annual reports (Attachments A, B, C), and corresponding recommendations and State responses (Attachment D) follow:

- Children's Justice Act (CJA) Task Force – Attachment A
- Child Fatality Review Program (CFRP) – Attachment B
- Child Abuse/Neglect Review Board (CANRB) – Attachment C



## **APPENDICES**

ATTACHMENT A:	Children’s Justice Act (CJA) Annual Report
ATTACHMENT B:	Child Fatality Review Program (CFRP) Annual Report
ATTACHMENT C:	Child Abuse/Neglect Review Board (CANRB) Annual Report
ATTACHMENT D:	State Response to Citizen Review Panel Recommendations
ATTACHMENT E:	Children’s Service Worker I Job Description & Minimum Qualifications
ATTACHMENT F:	Children’s Service Worker II Job Description & Minimum Qualifications
ATTACHMENT G:	Children’s Service Worker III Job Description & Minimum Qualifications
ATTACHMENT H:	Children’s Service Worker IV Job Description & Minimum Qualifications
ATTACHMENT I:	Children’s Service Supervisor Job Description and Minimum Qualifications

## **ATTACHMENT A**

### **CHILDREN'S JUSTICE ACT (CJA) TASK FORCE CITIZEN REVIEW PANEL ANNUAL REPORT**

Missouri established and has maintained a multidisciplinary Task Force since 1991. The Task Force is comprised of a diverse group of professionals including law enforcement, judges, attorneys, child advocates, court-appointed special advocates, health and mental health professionals, child protection service agency delegates, professionals providing services to children with disabilities, and parent representatives. The Task Force meets at least quarterly. The Task Force seeks a more comprehensive, coordinated, multidisciplinary system which responds to reports of child abuse and neglect, and thus producing a positive impact on the health and safety of Missouri's children.

The CJA Task Force's annual report is attached.

## **ATTACHMENT B**

### **CHILD FATALITY REVIEW PROGRAM (CFRP) CITIZEN REVIEW PANEL ANNUAL REPORT**

Missouri law requires child fatalities to be reported to the coroner or medical examiner, regardless of the cause of death and if the death meets criteria, it is reviewed by a county-based panel of child protection professionals in the county of illness/injury/event. During the review process, CFRP panels collect standardized child fatality data which can be used immediately by the community to address needs for services and implement prevention best practices. Statewide data is used to identify spikes, trends and patterns of death requiring systemic solutions and prevention strategies to improve child wellbeing and ensure a safer environment for all Missouri children and families.

In 2013, 979 child fatalities were reported to the Missouri Child Fatality Review Program – a decrease of five deaths from 2012. This number includes children who died in Missouri, regardless of his/her state of residence or state in which the illness, injury or event occurred. Of the 979 child fatalities, 68 involved fatal child abuse and neglect (CAN) by inflicted physical injury and/or grossly negligent treatment by a parent or caretaker, regardless of motive or intent. Homicide by caretaker/guardian was the manner of 17 child abuse deaths. The remaining 51 child neglect deaths were initially listed as an unintentional, natural, non-caretaker homicide or undetermined manner of death, but the CFRP panels believed that gross negligence by a parent or caretaker contributed to child's death.

The CFRP Annual Report is released each December with the data and findings for the previous calendar year. The 2013 CFRP Annual Report is attached, but may also be viewed in its entirety on the Missouri Department of Social Services webpage at <http://dss.mo.gov/re/cfrar.htm>. For more information on the Missouri Department of Social Services CFRP, please visit <http://www.dss.mo.gov/stat/mcfrp.htm>.

## **ATTACHMENT C**

### **CHILD ABUSE AND NEGLECT REVIEW BOARD (CANRB) CITIZEN REVIEW PANEL ANNUAL REPORT**

The Child Abuse/Neglect Review Board (CANRB) provides an independent administrative review of child abuse/neglect determinations when the alleged perpetrator disagrees with the "Preponderance of Evidence" finding of the Children's Division. At the conclusion of each investigation, the Children's Division investigator notifies the alleged perpetrator in writing of the finding, of the evidence supporting the finding, and of the alleged perpetrator's right to seek administrative review within sixty days. If an administrative review is requested, the case is reviewed at the local level if the determination is upheld, the case is assigned to a CANRB for review.

The CANRB is a panel of nine private citizens from professions specified in Section 210.153 RSMo (<http://www.moga.mo.gov/statutes/c200-299/2100000153.htm>). Each panel member is appointed by the Governor and confirmed by the Senate. The Children's Division may establish more than one CANRB panel to assure timely reviews. Currently, there are five boards. Three boards meet monthly in Jefferson City, one board meets monthly in St. Louis, and the fifth board meets monthly in Kansas City. Due to the volume of reviews scheduled from the southwestern area of the state, and distance from its Jefferson City locale, there are plans to pursue a sixth board to be positioned in Springfield, MO to better accommodate review participants and to decrease the amount of time a review is completed.

Each board conducts approximately eight administrative reviews each month. The boards decide by majority vote to either uphold or reverse the Division's findings. During the CANRB review, the board hears testimony from the Children's Division, the child's representative (if he/she chooses to participate), and the alleged perpetrator. The alleged perpetrator may be represented by an attorney, but witnesses are not subpoenaed and cross examination is not permitted. If the CANRB upholds the Division's decision, Section 210.152 RSMo allows the alleged perpetrator to seek judicial review in the circuit court of residence within sixty days of notification of the CANRB decision. At the judicial appeal, the alleged perpetrator may subpoena witnesses with the exception of the alleged victim and the reporter. The court may sustain or reverse the CANRB decision.

The Board's report is attached with a summary of CANRB outcomes outlined below. CANRB recommendations and state responses are documented in ATTACHMENT D.

During 2014, the five CANRB panels completed reviews on 454 cases and upheld 312 (68.7%).

### OUTCOME OF REVIEWS

	BOARD 1	BOARD 2	BOARD 3	BOARD 4	BOARD 5	TOTAL
<b>UPHELD</b>	47	75	70	59	61	312
<b>REVERSED</b>	45	17	24	31	25	142
<b>TOTAL</b>	92	92	94	90	86	454

### REVIEWS BY REGION

	UPHELD	REVERSED	TOTAL
<b>SOUTHERN REGION</b>	153	53	206
<b>NORTHERN REGION</b>	109	53	162
<b>JACKSON COUNTY</b>	6	3	9
<b>ST. LOUIS CITY</b>	7	7	14
<b>ST. LOUIS COUNTY</b>	7	2	9
<b>OHI</b>	30	24	54
<b>TOTAL</b>	312	142	454

### REVIEWS BY CATEGORY OF ABUSE/NEGLECT

	UPHELD	REVERSED	TOTAL
<b>SEXUAL ABUSE</b>	102	37	139
<b>PHYSICAL ABUSE</b>	93	42	135
<b>NEGLECT</b>	128	59	187
<b>EMOTIONAL ABUSE</b>	14	9	23
<b>EDUCATIONAL NEGLECT</b>	5	1	6
<b>MEDICAL NEGLECT</b>	10	9	19
<b>TOTAL</b>	*352	*157	*509
*There were 40 incidents with 2 categories, 6 incidents with 3 categories, and 1 incident with 4 categories.			

### ALLEGED PERPETRATOR PARTICIPATION

	UPHELD	REVERSED	TOTAL
<b>ATTEND</b>	84	81	165
<b>TELECONFERENCE</b>	102	52	154
<b>NO PARTICIPATION</b>	126	9	135
<b>TOTAL</b>	312	142	454

## ATTACHMENT D

### STATE RESPONSE TO CITIZEN REVIEW PANEL ANNUAL REPORT RECOMMENDATIONS

#### Children's Justice Act (CJA) Task Force

The Task Force, based on quarterly critical event reviews of cases involving child fatality, near fatality, and serious physical injury, provided Children's Division with recommendations:

**(A) Recommendation:** Children's Division staff responsible for the investigation of child abuse/neglect reports should have adequate training, including training on child trauma, which strengthens staff's interviewing skills and collaboration with multidisciplinary team members such as law enforcement and prosecuting attorneys.

**(A) State Response:** Strengthening investigative competencies of staff responding to child abuse/neglect allegations leads to more thorough investigations, increased critical thinking skills, and better assurances for child safety. The Children's Division continues to require staff investigating/assessing child abuse/neglect allegations to receive a minimum of 20 additional in-service training hours per year on the identification and treatment of child abuse and neglect. Training opportunities are offered through the Children's Division, State Technical Assistance Team, Child Advocacy Centers, local law enforcement agencies, prosecuting attorneys, hospitals, etc.

- Staff are required to complete the 15-hour training course, *Legal Aspects of Investigations*, with the following learning objectives:
  - Gain knowledge of the federal constitutional rights of parents, children, perpetrators and the state.
  - Learn how the "due process" rights of the perpetrator apply to the process of placing a person's name on the Central Registry.
  - Learn the 4th amendment limitations on child abuse/neglect investigations staff.
  - Learn the constitutional and legal issues involving the removal of children.
  - Gain a mastery of the elements of abuse and neglect.
  - More effectively gather, document, and evaluate evidence in determining whether or not to substantiate by a preponderance of evidence.
  - Understand the rules of gathering and recording legally admissible evidence.
  - Be able to apply critical thinking skills at key decision-making points in the investigative process.
  - Improve the quality of staff's presentations at the Child Abuse Neglect Review Board.

Additional skills-building opportunities include:

- All Children's Division staff and supervisors responsible for the investigation or assessment of child abuse/neglect allegations will receive in CY15 three-day training on the Gunderson National Child Protection and Training Center *ChildFirst* curriculum. The training is intended to give staff and other multidisciplinary team members an understanding of the forensic interview process while equipping them with skills to conduct proper cursory interviews.
- Three conferences, sponsored by CJA, are scheduled in CY15. Each conference is for CD staff and multidisciplinary team members with a focus on improving the investigative response and increasing interagency collaboration.
- To increase staff's awareness of trauma and its impact on the children and families we serve, all CD staff are presently being trained on the National Child Traumatic Stress Network's *Child Welfare Trauma Training Toolkit* with an expected completion date of end of year 2015.

**(B) Recommendation:** Children's Division staff need remote access to FACES (the agency's information system) while in the field to do timely prior history searches when responding to a report of child abuse or neglect.

**(B) State Response:** In 2014, Children's Division received funding to purchase 1,500 tablets for frontline staff in program areas of Investigations/Assessments, Family-Centered Services, and Family-Centered Out-of-Home Care. Several FACES applications were added to the tablets to allow staff to perform some documentation functions while in the field. Staff users of Virtual Desktop Infrastructure (VDI) have access to conduct prior history searches in FACES. Staff without VDI are known to call or email the local office to have coworkers complete and return prior history search findings. The Division is developing strategies to address staff accessibility to prior history information while in the field.

**(C) Recommendation:** Training with regard to assessing risk and safety is needed. Risk and safety assessment decisions are not always supported by the documentation in the record.

**(C) State Response:** The Children's Division is adding six hours of content to the existing 15-hour course, *Legal Aspects for Investigations*, designed to enhance staff's ability to discern risk versus safety, improve report conclusion writing skills, increase courtroom skills when testifying in juvenile court proceedings, and strengthen staff's skills writing disposition notices for substantiated reports.

**(D) Recommendation:** The Children's Division should review the format of Out-of-Home Investigation reports and develop a better way to ensure the documentation in the report reflects the information gathered or consider standardizing the recording format for all investigations.

**(D) State Response:** The Out-of-Home Investigation Unit is responsible for investigating child abuse/neglect reports on individuals or agencies that exercise care, custody and control or supervise a child in a facility which provides for the care, treatment, and/or education of children. While operating under the same statutory authority and agency policy as family investigations, the OHI unit has some adapted practices, including the recording guidelines. OHI staff document information gathered in bulleted statement format, whereas staff completing family investigations/assessments record information in narrative form. The Children's Division's Child Abuse/Neglect Workgroup, which includes OHI representation, will take this recommendation under advisement.

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### **Child Fatality Review Program (CFRP)**

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**(A) Recommendation:** Unintentional Suffocation - Information about unintentional suffocation/strangulation hazards to young children, including unsafe and safe sleep practices, should be widely disseminated.

**(A) State Response:** Children's Division is researching safe sleep brochures to provide to all families served by the Division. The brochure will provide parents safe sleep information and encourage them to provide a safe sleeping environment for infants. Children's Division is partnering with the Children's Trust Fund (CTF) on a safe sleep education campaign. The CTF developed brochures and posters that provide safe sleep information and encourages parents to provide a safe sleeping environment for young children. Children's Division staff will provide the brochures to families with a child under age two. Local offices will be asked to place brochures and/or posters in the office lobby and frequented locations in the community.

**(B) Recommendation:** Preventing Abusive Head Trauma – (1) Expand training on recognition and reporting of child abuse and neglect; (2) Support development and training for multidisciplinary teams to investigate child abuse.

**(B) State Response:** The Division is committed to educating stakeholders and mandated reporters on the identification of child abuse and neglect and how the investigation or assessment process is done. Local CD offices and Central Office staff provide mandated reporter training upon request and support community agencies and schools using the Division's mandated reporter training curriculum to educate participants. The Children's Division supports and encourages training and professional development for staff and multidisciplinary teams in the investigation of child abuse/neglect reports. The Division, prosecuting attorney offices, law enforcement agencies, the State Technical Assistance Team, and the Children's Justice Act Task Force, routinely provide training opportunities for staff, multidisciplinary teams and mandated reporters in the identification and treatment of child abuse/neglect.



**(C) Recommendation:** Suicide Prevention – (1) Children who have attempted suicide or displayed other warning signs should receive aggressive treatment attention; (2) Maintain contact information for local mental health resources.

**(C) State Response:** Children's Division provides for staff an 8-hour training course entitled *Mental Health First Aid*. This course is designed to teach non-clinically trained individuals how to give first aid to persons experiencing a mental health crisis situation and/or who are in the early stages of a mental health disorder. More specifically, participants learn: the signs and symptoms of the most common mental health problems; when and where to get help for individuals and what type of help has been shown effective; and how to respond to crisis situations including suicidal behaviors, drug overdoses, and acute stress reactions to recent trauma. Staff are educated on mental health treatment resources available in their respective areas and routinely make service/treatment referrals for children and families when indicated.

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### **Child Abuse/Neglect Review Board (CANRB)**

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Recommendations were submitted to the Division by all five CANRB panels based on case reviews held during CY14. Though each panel functions independently and submitted recommendations individually, shared recommendations were noted with regard to quality and content of case record submissions to the panel and procedural considerations.

**(A) Recommendation:** For reports substantiated by a preponderance of the evidence, more detailed or descriptive information supporting each of the statutory elements of abuse or neglect is recommended.

**(A) State Response:** Children's Division has recognized this to be an area for improvement. The 15-hour *Legal Aspects for Investigators* training for frontline staff and supervisors responsible for the investigation of child abuse/neglect reports is being augmented to include additional objectives. Six hours will be added to the training curriculum and new learning objectives will center around conclusion writing, improving courtroom skills (preparing for and testify at court), and understanding risk versus safety.

**(B) Recommendation:** Case record copies provided to the panel for an impending hearing should be of good quality and legible. Records should contain color photos, medical records, and police reports if they were part of the investigation or referenced within the investigation summary. Staff need to be reminded to use quotation marks in their writing only when they represent a true and accurate quote from an individual interviewed.

**(B) State Response:** Children's Division supports the need for Board members to have complete and legible records for review prior to scheduled hearings. Case records should reflect proper business writing. Following a similar recommendation in CY13, a good practice reminder was posted on the Children's Division intranet webpage in CY14 to outline the Boards' specific recommendations and to direct staff to review the *Tips for Presenting a Case to CANRB*

guide located in the [Child Welfare Manual, Section 2 Chapter 4 Subsection 5 Sub-Subsection 2.](#) The Boards' recommendations and specific instruction to more carefully review case records will be shared with all staff.

**(C) Recommendation:** Staff should interview appropriate collateral contacts as information obtained should be relevant to the allegations under investigation.

**(C) State Response:** Children's Division continues to acknowledge staff's use of appropriate collaterals as an area for improvement and will explore different ways to emphasize this to field staff.

**(D) Recommendation:** Board members need training on child abuse and neglect laws and policy changes so members can better evaluate elements of the record.

**(D) State Response:** A new regulation, not yet promulgated, will require all Board members to annually complete a minimum of two hours of in-service training on the laws of child abuse and neglect in Missouri. The training must be provided by the Division, or approved by the Division.

**(E) Recommendation:** All prior reports of abuse/neglect for the family and/or alleged perpetrator should be made available to the Board. Children's Division staff should come to hearings prepared to provide any and all Children's Division history on the victim child(ren), parent(s), and alleged perpetrator(s).

**(E) State Response:** Policy requires staff, upon receipt of a child abuse/neglect report, review the family's and alleged perpetrator's child abuse/neglect history to weigh its relevance to the current report. If staff documented in the case record that a prior report(s) helped illustrate a pattern of behavior which was considered in and was relevant to the Division's determination of child abuse or neglect in the report before the CANRB, staff should be prepared to answer questions about this history. Staff are directed to review *Tips for Presenting a Case to CANRB* located in the [Child Welfare Manual, Section 2 Chapter 4 Subsection 5 Sub-Subsection 2.](#)

## **ATTACHMENT E**

### **MISSOURI JOB DESCRIPTION AND MINIMUM QUALIFICATIONS (CHILDREN'S SERVICE WORKER I)**

#### Definition

- This is entry-level professional social service work in the Children's Division of the Department of Social Services providing protective services on behalf of children and families in instances of abuse, neglect, or exploitation.
- This description may not include all of the duties, knowledge, skills, or abilities associated with this classification.

#### Examples of Work

- Records initial and ongoing case activity and prepares all required reports.
- Refers families and children, when necessary, to other community resources or higher level staff.
- Evaluates children's needs and eligibility for social services through personal and collateral interviews.
- Assists individuals in utilizing available agency and community resources.
- Delivers and/or coordinates protective services involving neglected, abused, or exploited children, foster care, parent services, and/or adoption.
- Cooperates with other agencies in serving children and families.
- Assists families to attain and maintain their stability through appropriate casework and home management or referral for more skilled counseling treatment.
- Provides services which promote healthful child development.
- Answers child abuse hotline, takes initial reports, and relays information.
- Performs studies of proposed foster and adoptive homes.
- Investigates, as directed, reports of neglect, abuse, or exploitation of children.
- Serves as the primary case manager when families are served by more than one departmental resource.

- Receives referrals from juvenile courts, Family Support Division staff, or other professional or private individuals in the community for protection and care of neglected, abused, or exploited children.
- Provides and/or coordinates services to parents, who neglect, abuse, or exploit their children, to help change behavior or methods of child care.
- Conducts studies and provides treatment services as ordered by a court or after referral by agency staff.
- Evaluates the necessity for and facilitates placement of children from their home into temporary foster care when neglect, abuse, or exploitation situations make this necessary.
- Provides and/or coordinates, as directed, supervision and visitation to children in foster, adoptive, relative or family care, or other placements.
- Provides consultation to foster parents and casework services to biological parents.
- Provides and/or coordinates casework services to parents to assist them in their personal adjustment and planning for their child.
- Interacts with law enforcement and juvenile officers, other public officials, and community organizations regarding family and children issues.
- Attends court hearings and meetings related to assigned casework.
- Maintains liaison with volunteers at the county level in coordinating the operation of a volunteer program.
- Performs work under close supervision, from a Children's Service Supervisor or higher level, as part of a training process to develop understanding and skill within the framework of agency rules, regulations, and procedures.
- Performs other related work as assigned.

#### Knowledge, Skills, and Abilities (KSAs)

- Introductory knowledge of state and federal laws and regulations pertaining to social service programs.
- Introductory knowledge of the principles and methods of social casework.
- Introductory knowledge of individual and group behavior.

- Introductory knowledge of the principles and methods of interviewing.
- Introductory knowledge of the general provisions, objectives, and philosophy in child welfare programs.
- Introductory knowledge of current social, economic, and community health problems.
- Introductory knowledge of court procedures as they apply to the provision of children's services.
- Introductory knowledge of community resources used in the provision of social services.
- Introductory knowledge of the cultural and socioeconomic characteristics for the service population.
- Ability to plan and organize time effectively.
- Ability to work in a variety of situations and all types of community environments.
- Ability to satisfactorily complete an agency training course, in the protective service areas, to which the employee is assigned.
- Ability to interact with and complete assignments in a manner sensitive to the service population's cultural and socioeconomic characteristics.
- Ability to provide protective services to child welfare clients following established rules and procedures.
- Ability to work effectively with employees, applicants, recipients, and the general public.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to interpret laws and regulations.
- Ability to communicate effectively.

#### Special Requirement

- Possession of a valid vehicle operator's license.

#### Experience and Education

(The following requirements will determine merit system eligibility, experience and education ratings, and may be used to evaluate applicants for Missouri Uniform Classification and Pay System positions not requiring selection from merit registers.)

- A Bachelor's or higher level degree from an accredited college or university in Social Work/Human Services, Psychology, Sociology, Psychiatric Nursing, Education, Counseling, Marriage and Family Therapy, Family and Child Development, Criminal Justice, Juvenile Justice, or Human Services related fields (e.g., child welfare, mental health, substance abuse, and developmental disabilities).

## **ATTACHMENT F**

### **MISSOURI JOB DESCRIPTION AND MINIMUM QUALIFICATIONS (CHILDREN'S SERVICE WORKER II)**

#### Definition

- This is professional social service work in the Children's Division of the Department of Social Services in the application of direct social work methods with, or on behalf of, children and families in instances of abuse, neglect, or exploitation.
- This description may not include all of the duties, knowledge, skills, or abilities associated with this classification.

#### Examples of Work

- Evaluates children's needs and eligibility for social services through personal and collateral interviews.
- Assists individuals in utilizing available agency and community resources.
- Delivers and/or coordinates protective services involving neglected, abused, or exploited children, foster care, parent services, and/or adoptions.
- Delivers and/or coordinates services in the child's home or in an alternative placement.
- Cooperates with other agencies in serving children and families.
- Assists families to attain and maintain their stability through appropriate casework and home management or referral for more skilled counseling treatment.
- Provides services which promote healthful child development.
- Answers child abuse hotline, takes initial reports, and relays information.
- Performs studies of proposed foster and adoptive homes.
- Investigates reports of neglect, abuse, or exploitation of children.
- Remains available during non-office hours to handle emergency foster care placements.
- Serves as the primary case manager when families are served by more than one departmental resource.
- Maintains liaison with volunteers at the county level in coordinating the operation of a volunteer program.

- Receives referrals from juvenile courts, Family Support Division staff, or other professional or private individuals in the community for protection and care of neglected, abused, or exploited children.
- Conducts counseling sessions with and/or coordinates services to parents or individuals who have a variety of psychological and/or behavioral problems including substance abuse, self-destructive behavior, or neglect, abuse, and/or exploitation of children.
- Conducts studies and provides treatment services ordered by a court or after referral by agency staff.
- Evaluates the necessity for placement of children away from their natural home.
- Evaluates the necessity for and facilitates placement of children from their home into temporary foster care when neglect, abuse, or exploitation situations make this necessary.
- Provides and/or coordinates skilled supervision and visitation to children in foster, adoptive, relative or family care, or other placements.
- Provides consultation to foster parents, and provides advanced continuous casework services to the biological parents in an effort to return the child to the family home.
- Interacts with law enforcement and juvenile officers, other public officials, and community organizations regarding family and children issues.
- Attends court hearings and meetings related to assigned casework.
- Maintains case records and completes all required reports.
- Provides skilled casework services to parents to assist them in their personal adjustment and planning for their child.
- Exercises significant independence and initiative in the performance of responsibilities; receives general administrative direction.
- Performs other related work as assigned.

#### Knowledge, Skills, and Abilities (KSAs)

- Intermediate knowledge of state and federal laws and regulations pertaining to social service programs.
- Intermediate knowledge of the principles and methods of social casework.



- Intermediate knowledge of individual and group behavior.
- Intermediate knowledge of the principles and methods of interviewing.
- Intermediate knowledge of the general provisions, objectives, and philosophy of child welfare programs.
- Intermediate knowledge of current social, economic, and community health problems.
- Intermediate knowledge of court procedures as they apply to the provision of children's services.
- Intermediate knowledge of community resources used in the provision of social services.
- Intermediate knowledge of the cultural and socioeconomic characteristics for the service population.
- Ability to plan and organize time effectively.
- Ability to work in a variety of situations and all types of community environments.
- Ability to satisfactorily complete an agency training course in the protective service areas to which the employee is assigned.
- Ability to interact with and complete assignments in a manner sensitive to the service population's cultural and socioeconomic characteristics.
- Ability to provide advanced protective services to child welfare clients with a minimum of supervision following established rules and procedures.
- Ability to apply principles and methods of social casework to the area of child welfare.
- Ability to work effectively with employees, applicants, recipients, other agencies, and the general public.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to interpret laws and regulations.
- Ability to communicate effectively.

#### Special Requirement

- Possession of a valid vehicle operator's license.

### Experience and Education

(The following requirements will determine merit system eligibility, experience and education ratings, and may be used to evaluate applicants for Missouri Uniform Classification and Pay System positions not requiring selection from merit registers.)

- One or more years of experience as a Children's Service Worker I with the Missouri Uniform Classification and Pay System.

OR

- A Bachelor's degree from an accredited college or university in Social Work/Human Services, Psychology, Sociology, Psychiatric Nursing, Education, Counseling, Marriage and Family Therapy, Family and Child Development, Criminal Justice, Juvenile Justice, or Human Services related fields (e.g., child welfare, mental health, substance abuse, and developmental disabilities); and,
- One or more years of professional experience in the delivery of protective children's services (investigation of abuse or neglect of children, child foster care, adoptions, family centered services, and intensive in-home services) in a public or private agency.

OR

- A Master's degree from an accredited college or university in Social Work/Human Services, Psychology, Sociology, Psychiatric Nursing, Education, Counseling, Marriage and Family Therapy, Family and Child Development, Criminal Justice, Juvenile Justice, or Human Services related fields (e.g., child welfare, mental health, substance abuse, and developmental disabilities) .

## **ATTACHMENT F**

# **MISSOURI JOB DESCRIPTION AND MINIMUM QUALIFICATIONS (CHILDREN'S SERVICE WORKER III)**

### Definition

- This is senior-level professional social service work in the Children's Division of the Department of Social Services in the application of direct social service work methods with, or on behalf of, children and families in instances of abuse, neglect, or exploitation.
- This description may not include all of the duties, knowledge, skills, or abilities associated with this classification.

### Examples of Work

- Serves as lead worker and mentor to other Children's Service Workers through training and providing advice on case management and interpretation of policies and procedures.
- Acts as team lead in case staff meetings; provides ongoing case consultation.
- Evaluates children's needs and eligibility for social services for assigned complex or difficult cases through personal and collateral interviews.
- Independently conducts counseling sessions with and/or coordinates services to parents, families, or individuals who experience issues with family functioning, neglect, abuse, employment/career, or a variety of mental health challenges such as substance abuse or mental illness.
- Effectively develops community resources and supports that increase safety and provide opportunities for family strengthening, permanency, and well-being.
- Assists individuals in utilizing available agency and community resources.
- Delivers and/or coordinates protective services involving neglected, abused, or exploited children, foster care, parent services, and/or adoptions.
- Delivers and/or coordinates services in the child's family home or in an alternative placement.
- Cooperates with other agencies in serving children and families.

- Assists families to attain and maintain their stability through appropriate casework and home management or referral for more skilled counseling treatment.
- Provides services which promote healthful child development.
- Answers child abuse hotline, takes initial reports, and relays information.
- Performs studies of proposed foster and adoptive homes.
- Investigates reports of neglect, abuse, or exploitation of children.
- Remains available during non-office hours to handle emergency foster care placements.
- Serves as the primary case manager when families are served by more than one departmental resource.
- Maintains liaison with volunteers at the county level in coordinating the operation of a volunteer program.
- Receives referrals from juvenile courts, Family Support Division staff, or other professional or private individuals in the community for protection and care of neglected, abused, or exploited children.
- Conducts studies and provides treatment services ordered by a court or after referral by agency staff.
- Evaluates the necessity for and facilitates placement of children away from their family home into temporary foster care when neglect, abuse, or exploitation situations make this necessary.
- Provides and/or coordinates skilled supervision and visitation to children in foster, adoptive, relative or family care, or other placements.
- Provides consultation to foster parents, and provides advanced continuous casework services to the biological parents in an effort to return the child to the family home.
- Interacts with law enforcement and juvenile officers, other public officials, and community organizations regarding family and children issues.
- Attends court hearings and meetings related to assigned casework.
- Records initial case activity, maintains case records and ongoing case activity, and completes all required reports.
- Provides skilled casework services to parents to assist them in their personal adjustment and planning for their child.

- Conducts extensive field work including traveling to client homes, hospitals, alternative placements, court, and transportation of children.
- Assigned on-call duty to handle after hours and weekend child abuse and neglect investigations.
- Assists supervisor in assigning and directing the work of staff, approving leave, participating in the selection of new workers, and orienting new employees in children's services.
- Exercises significant independence and initiative in the performance of responsibilities; receives general administrative direction.
- Performs other related work as assigned.

#### Knowledge, Skills, and Abilities (KSAs)

- Comprehensive knowledge of state and federal laws and regulations pertaining to social service programs.
- Comprehensive knowledge of the principles and methods of social casework.
- Comprehensive knowledge of individual and group behavior.
- Comprehensive knowledge of the principles and methods of interviewing.
- Comprehensive knowledge of the general provisions, objectives, and philosophy of child welfare programs.
- Comprehensive knowledge of current social, economic, and community health problems.
- Comprehensive knowledge of court procedures as they apply to the provision of children's services.
- Comprehensive knowledge of community resources used in the provision of social services.
- Comprehensive knowledge of the cultural and socioeconomic characteristics for the service population.
- Ability to plan and organize time effectively.
- Ability to work in a variety of situations and all types of community environments.
- Ability to satisfactorily complete an agency training course in the protective service areas to which the employee is assigned.

- Ability to interact with and complete assignments in a manner sensitive to the service population's cultural and socioeconomic characteristics.
- Ability to provide advanced protective services to child welfare clients following established rules and procedures with minimal supervision.
- Ability to apply principles and methods of social casework to the area of child welfare.
- Ability to work effectively with employees, applicants, recipients, other agencies, and the general public.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to interpret laws and regulations.
- Ability to operate a motor vehicle in the performance of assigned duties.
- Ability to use automated office equipment and computer systems including child welfare/case management system, databases, and other personal computer applications.
- Ability to communicate effectively.
- Special Requirement
- The operation of a motor vehicle is an essential function of this classification. Must be able to legally operate a motor vehicle in the performance of assigned duties upon the date of hire and throughout employment.

#### Experience and Education

(The following requirements will determine merit system eligibility, experience and education ratings, and may be used to evaluate applicants for Missouri Uniform Classification and Pay System positions not requiring selection from merit registers. When practical and possible, the Division of Personnel will accept substitution of experience and education on a year-for-year basis.)

- Two or more years of experience as a Children's Service Worker II with the Missouri Uniform Classification and Pay System.

OR

- A Bachelor's degree from an accredited college or university in Social Work/Human Services, Social Welfare, Psychology, Sociology, Elementary Education, Early

Childhood Education, Secondary Education, Special Education, Counseling, Marriage and Family Therapy, Family and Child Development, Criminal Justice, Juvenile Justice, or comparable human services related degrees with a minimum of 30 earned semester hours or 45 earned quarter hours in one or a combination of the above fields; and,

- Three or more years of professional experience with a public or private agency in the delivery of protective children's services including casework/case management in: investigation of abuse or neglect of children; coordination of child foster care, adoptions, and family centered services; juvenile treatment/rehabilitation; and/or providing in-home family crisis intervention services, and possession of a valid vehicle operator's license.
- *(A Master's degree from an accredited college or university in the specified fields may substitute for the required education and one year of the required experience.)*

## **ATTACHMENT F**

# **MISSOURI JOB DESCRIPTION AND MINIMUM QUALIFICATIONS (CHILDREN'S SERVICE WORKER IV)**

### Definition

- This is specialized professional social service work in the Children's Division of the Department of Social Services providing targeted and specialized case management with, or on behalf of, children and families in instances of abuse, neglect, or exploitation.
- This description may not include all of the duties, knowledge, skills, or abilities associated with this classification.

### Examples of Work

- Assumes responsibility for the most complex and sensitive investigations in critical-event cases such as: child fatalities/near fatalities, severe abuse or neglect, chronic maltreatment, etc.; uses expertise and experience to make difficult decisions in order to deliver necessary services.
- Provides case management for children and families affected by: mental illness or substantial mental impairment; medical conditions which affect daily functioning or require regular monitoring; developmental disability or delay; and/or alcohol or drug abuse problems requiring treatment.
- Provides on-the-job training and follow-up coaching to Children's Service Workers to ensure that best practice frameworks are implemented, knowledge and skills applied, and competency developed.
- Provides ongoing mentoring, on-call support, and case consultation for Children's Service Workers including clinical interventions, interpretation of policy, resource development, and problem-solving.
- Provides consultation to family support and multi-disciplinary teams.
- Serves as facilitator for Team-Based Decision Making and other related family and community engagement strategies.



- Pilots innovative evidenced-informed practices and shares knowledge and new practice frameworks with other team members and organizational units.
- Develops relationships with community partners and expands access to formal and informal resources for children, youth, and families.
- Serves on program and system improvement committees and takes an active role in strategic planning and organizational development.
- Acts as team lead in case staff meetings; provides ongoing case consultation.
- Provides consultation to foster parents and provides advanced continuous casework services to the biological parents in an effort to return the child to the family home.
- Effectively develops community resources and supports that increase safety and provide opportunities for family strengthening, permanency, and well-being.
- Manages a specific caseload and is responsible for other duties common to Children's Service Workers.
- Remains available during non-office hours to handle emergency foster care placements; assigned on-call duty to handle after hours and weekend child abuse and neglect investigations.
- Conducts extensive field work including traveling to client homes, hospitals, alternative placements, court, and transportation of children.
- Exercises significant independence and initiative in the performance of responsibilities; receives general administrative direction.
- Performs other related work as assigned.

#### Knowledge, Skills, and Abilities (KSAs)

- Comprehensive knowledge of state and federal laws and regulations pertaining to social service programs.
- Comprehensive knowledge of the principles and methods of social casework.
- Comprehensive knowledge of individual and group behavior.
- Comprehensive knowledge of the principles and methods of interviewing.
- Comprehensive knowledge of the general provisions, objectives, and philosophy of child welfare programs.

- Comprehensive knowledge of current social, economic, and community health problems.
- Comprehensive knowledge of court procedures as they apply to the provision of children's services.
- Comprehensive knowledge of community resources used in the provision of social services.
- Comprehensive knowledge of the cultural and socioeconomic characteristics for the service population.
- Ability to plan and organize time effectively.
- Ability to work in a variety of situations and all types of community environments.
- Ability to satisfactorily complete an agency training course in the protective service areas to which the employee is assigned.
- Ability to interact with and complete assignments in a manner sensitive to the service population's cultural and socioeconomic characteristics.
- Ability to provide advanced protective services to child welfare clients following established rules and procedures with minimal supervision.
- Ability to apply principles and methods of social casework to the area of child welfare.
- Ability to work effectively with employees, applicants, recipients, other agencies, and the general public.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to interpret laws and regulations.
- Ability to operate a motor vehicle in the performance of assigned duties.
- Ability to use automated office equipment and computer systems including child welfare/case management system, databases, and other personal computer applications.
- Ability to communicate effectively.
- Special Requirement
- The operation of a motor vehicle is an essential function of this classification. Must be able to legally operate a motor vehicle in the performance of assigned duties upon the date of hire and throughout employment.

### Experience and Education

(The following requirements will determine merit system eligibility, experience and education ratings, and may be used to evaluate applicants for Missouri Uniform Classification and Pay System positions not requiring selection from merit registers. When practical and possible, the Division of Personnel will accept substitution of experience and education on a year-for-year basis.)

- One or more years of experience as a Children's Service Worker III, Children's Service Supervisor, or Children's Service Specialist with the Missouri Uniform Classification and Pay System.

OR

- A Bachelor's degree from an accredited college or university in Social Work/ Human Services, Social Welfare, Psychology, Sociology, Elementary Education, Early Childhood Education, Secondary Education, Special Education, Counseling, Marriage and Family Therapy, Family and Child Development, Criminal Justice, Juvenile Justice, or comparable human services related degrees with a minimum of 30 earned semester hours or 45 earned quarter hours in one or a combination of the above fields; and,
- Five or more years of professional experience with a public or private agency in the delivery of protective children's services including casework/case management in: investigation of abuse or neglect of children; coordination of child foster care, adoptions, and family centered services; juvenile treatment/rehabilitation; and/or providing in-home family crisis intervention services, and possession of a valid vehicle operator's license.
- *(A Master's degree from an accredited college or university in the specified fields may substitute for the required education and one year of the required experience.)*

## **ATTACHMENT G**

### **MISSOURI JOB DESCRIPTION AND MINIMUM QUALIFICATIONS (CHILDREN'S SERVICE SUPERVISOR)**

#### Definition

- This is professional supervisory social service work involving the direction of a group of workers in the Children's Division of the Department of Social Services.
- This description may not include all of the duties, knowledge, skills, or abilities associated with this classification.

#### Examples of Work

- Directs and participates in the delivery of social services in such areas as adoption, child abuse and neglect, protective services, intensive services, foster care, and related areas.
- Provides individual and group clinical supervision to Children's Service Workers within an assigned unit or geographical area in the provision of casework services to families, children, and parents.
- Assists children's service program managers or other managers in training assigned staff on Division policies, procedures, standards, and goals; participates in management planning and program revision.
- Receives referrals from juvenile courts, abuse/neglect hot line, Family Support Division staff, or other professional or private individuals in the community for protection and care of neglected, abused, or exploited children.
- Reviews case records of assigned staff in order to ensure that work is performed and services are delivered in accordance with agency guidelines and policy.
- Provides suggestions to supervisors for developing procedures to implement the children's services programs.
- Conducts detailed case studies; prepares evaluations of social, economic, and environmental factors; and makes recommendations to staff regarding treatment and placement plans.
- Performs diagnostic and assessment services to assist staff in the development and implementation of treatment, placement, and service plans.

- Provides specialized treatment services to neglected, abused, or exploited children.
- Interacts with law enforcement and juvenile officers, other public officials, and community organizations regarding family and children issues.
- Attends court hearings and meetings related to assigned casework.
- Provides periodic reports on standards of practice, progress, and development of assigned staff.
- Assists other children's service supervisors or other managers in the orientation of new employees in children's services.
- Assigns and directs the work of staff, participates in selection, makes recommendations for disciplinary actions and/or grievance resolutions, and conducts periodic evaluations of staff performance.
- Assumes responsibility for the preparation and completion of community reports.
- Receives in-service orientations in the areas of division policies, processes, and programs.
- Assumes responsibility for the quality and quantity of services provided by assigned staff to families, children, and parents.
- Supervises or assists in the supervision of a volunteer program in an urban or metropolitan county.
- Exercises independence and initiative in the performance of responsibilities; receives direction from a designated manager.
- Performs other related work as assigned.

#### Knowledge, Skills, and Abilities (KSAs)

- Comprehensive knowledge of the provisions of state and federal laws and regulations pertaining to social service programs.
- Comprehensive knowledge of individual and group behavior.
- Comprehensive knowledge of the principles and methods of social casework.
- Comprehensive knowledge of the principles and methods of interviewing.
- Comprehensive knowledge of the general provision, objectives, and philosophy of child welfare programs.

- Comprehensive knowledge of court procedures as they apply to the provision of children's services.
- Comprehensive knowledge of the relationship between social, economic, and community health problems and the dysfunctional family.
- Comprehensive knowledge in the area of child abuse and neglect prevention and treatment.
- Comprehensive knowledge of developmental disabilities, behavioral disorders, and learning disabilities.
- Comprehensive knowledge of basic supervisory principles and techniques.
- Comprehensive knowledge of professional literature in the field of children's services.
- Comprehensive knowledge of community resources used in the provision of social services.
- Comprehensive knowledge and understanding of the cultural and socioeconomic characteristics for the service population.
- Ability to interact with and complete assignments in a manner sensitive to the service population's cultural and socioeconomic characteristics.
- Ability to develop policies and procedures for the unit and in work flow management.
- Ability to plan, assign, coordinate, and evaluate the work of social service personnel and instruct them in work performance.
- Ability to apply knowledge of principles and methods of social casework in the area of services to families, children, and parents.
- Ability to work effectively with employees, applicants, recipients, other agencies, and the general public.
- Ability to communicate effectively.
- Ability to interpret laws and regulations.
- Ability to plan and organize time effectively.

#### Experience and Education

(The following requirements will determine merit system eligibility, experience and education ratings, and may be used to evaluate applicants for Missouri Uniform Classification and Pay System positions not requiring selection from merit registers. When practical and possible, the

Division of Personnel will accept substitution of experience and education on a year-for-year basis.)

- Two or more years of professional experience as a Children's Service Worker I and/or II with the Missouri Uniform Classification and Pay System.

OR

- A Bachelor's degree from an accredited college or university in Social Work/Human Services, Psychology, Sociology, Psychiatric Nursing, Education, Counseling, Marriage and Family Therapy, Family and Child Development, Criminal Justice, Juvenile Justice, or Human Services related fields (e.g., child welfare, mental health, substance abuse, and developmental disabilities); and,
- Two or more years of professional experience in the delivery of protective children's services (investigation of abuse or neglect of children, child foster care, adoptions, family centered services, and intensive in-home services) in a public or private agency.
  - *(24 earned graduate credit hours from an accredited college or university in the specified areas may substitute for a maximum of one year of the required experience.)*

OR

- A Master's degree from an accredited college or university in Social Work/Human Services, Psychology, Sociology, Psychiatric Nursing, Education, Counseling, Marriage and Family Therapy, Family and Child Development, Criminal Justice, Juvenile Justice, or Human Services related fields (e.g., child welfare, mental health, substance abuse, and developmental disabilities); and,
- One or more years of professional experience in the delivery of protective children's services (investigation of abuse or neglect of children, child foster care, adoptions, family centered services, and intensive in-home services) in a public or private agency.

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